

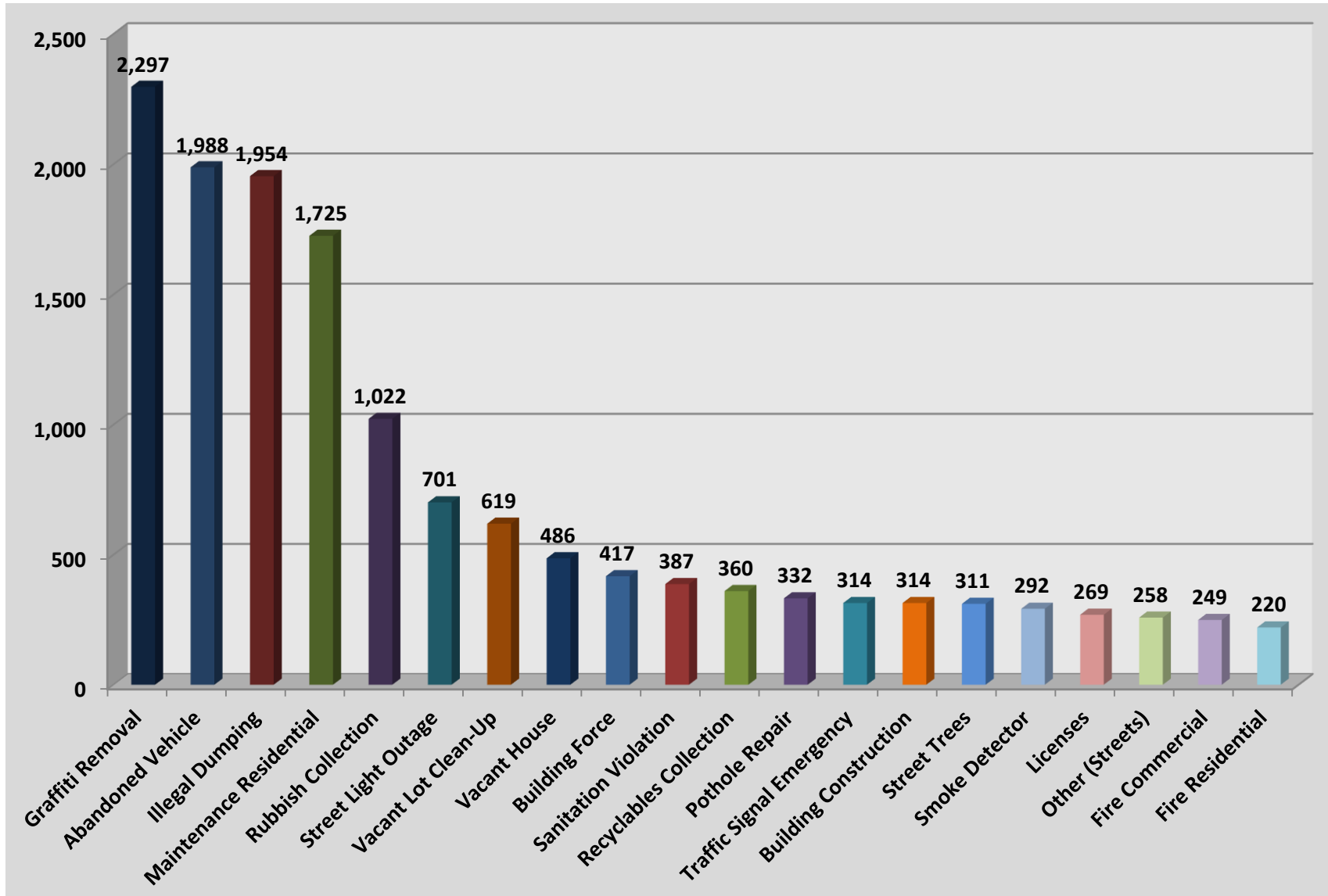


# **311 Contact Center Monthly Report**

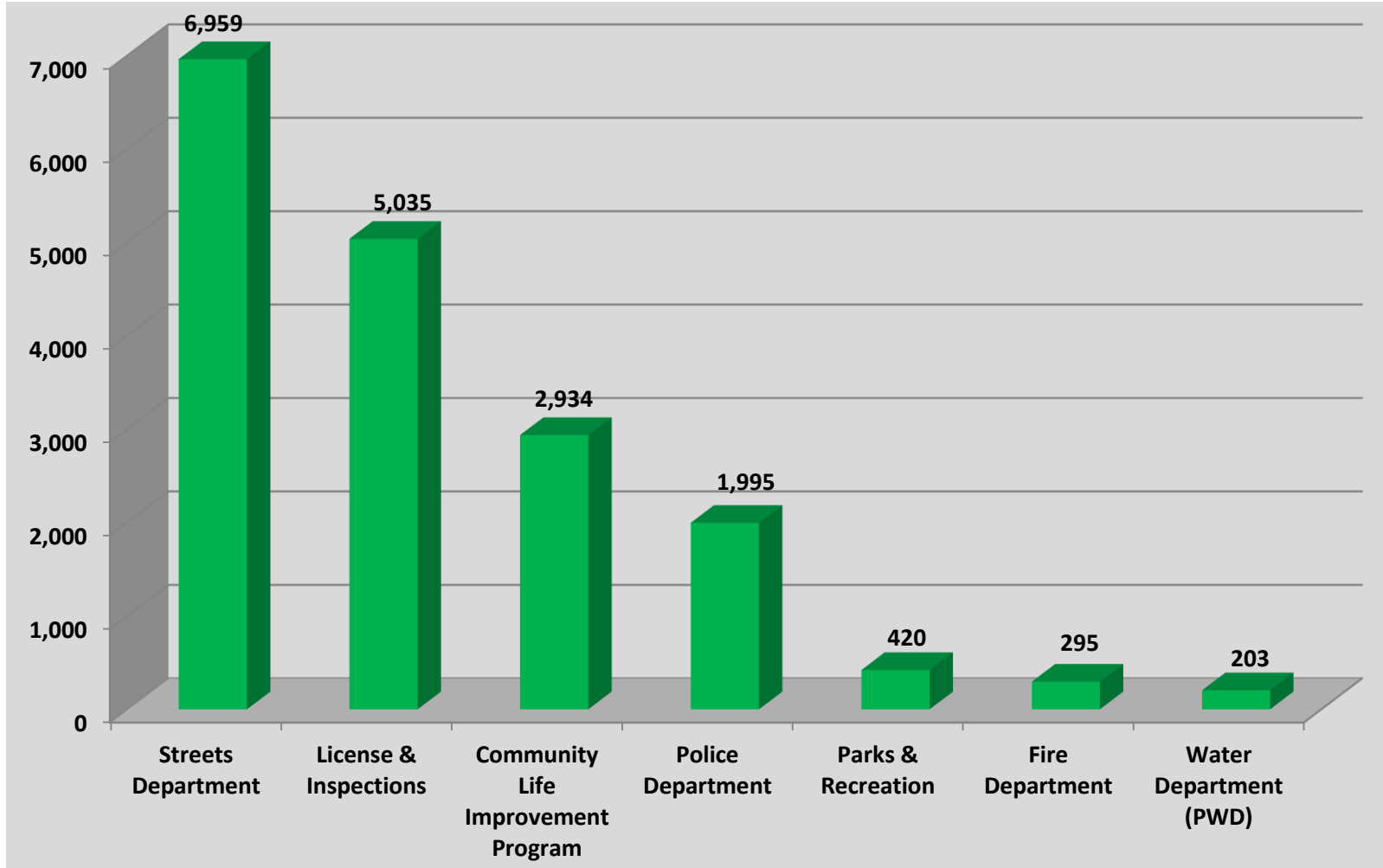
**October 2017**

*Public*

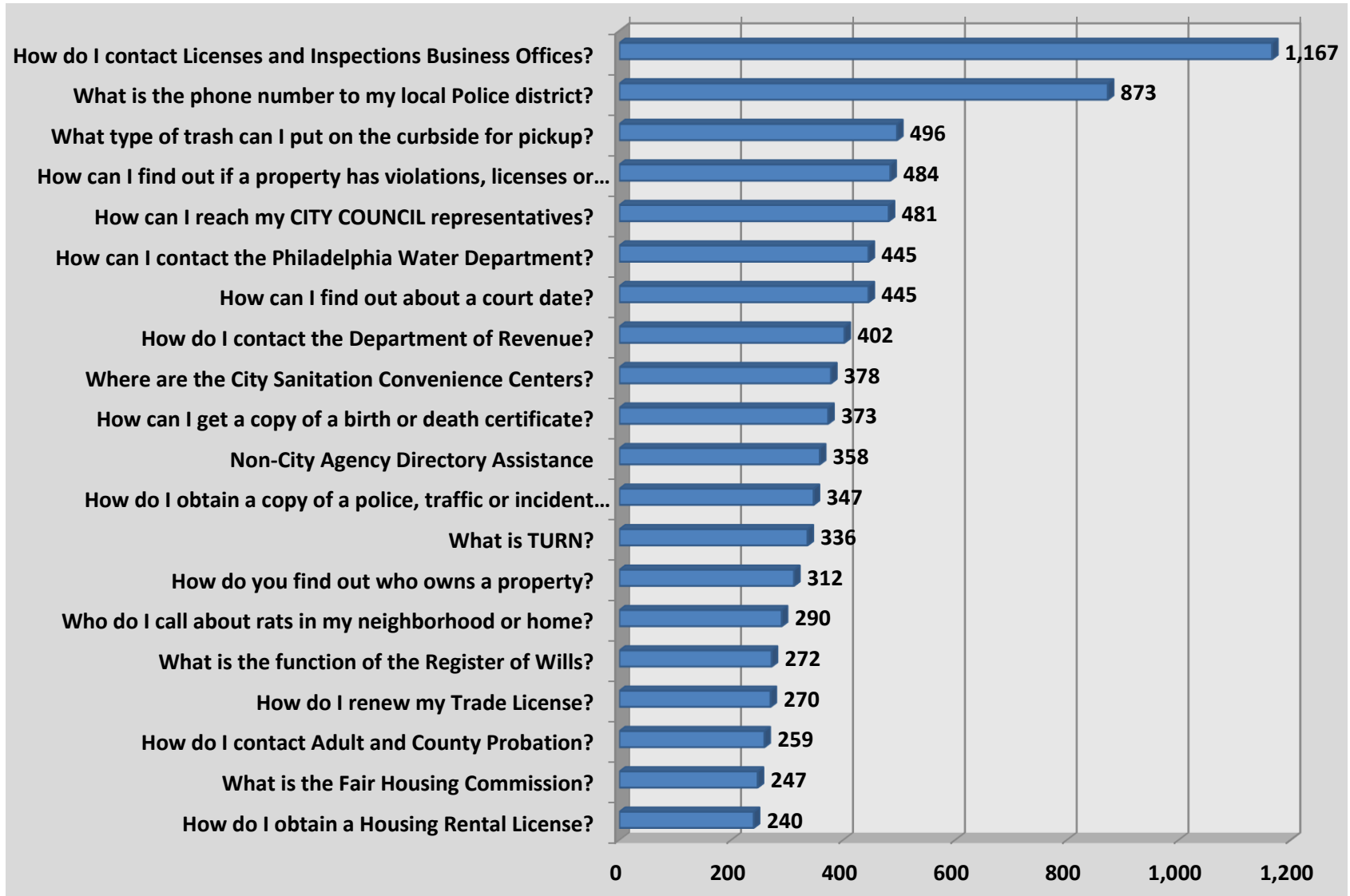
# October 2017– Top 20 Service Requests – 17,841 Total



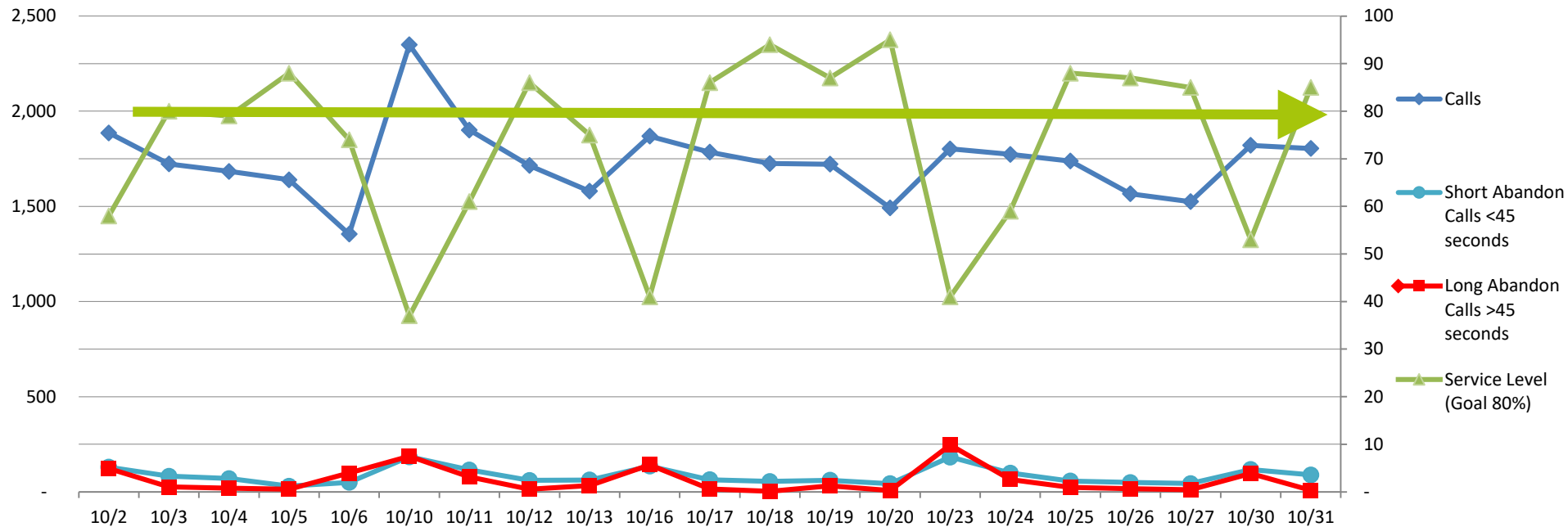
# October 2017 Service Tickets by Partner Agency



# October 2017– Top 20 questions of the total 25,682 Information Requests



# October 2017 – Philly311 Call Volume, Abandoned and Service Level by Day



October 2017	Week 1 (10/2/17- 10/6/17))	Week 2 (10/9/17- 10/13/17)	Week 3 (10/16/17- 10/20/17)	Week 4 (10/23/17- 10/27/17)	Week 5 (10/30/17- 10/31/17)
Calls Handled	8,287	7,545	8,593	8,404	3,625
Service Level (Goal 80%)	76%	65%	81%	72%	69%
Average Speed of Answer (Goal <60sec)	0:44	0:53	0:31	0:49	0:43
Average Talk Time	3:16	3:26	3:14	3:21	3:21

“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%.

“Average Speed of Answer” is the average wait time the caller experiences in queue.

